

Appendix J:

Relay Brochures and Other Advertisements

Are You a Hearing Person? Have You Heard About New York Relay?

Connecting people to people...
One call at a time.

Just dial 7-1-1!

If you are a hearing person and you want to call a deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened person, all you have to do is dial 7-1-1. It is that easy! (If the phone from which you are calling does not accept 7-1-1, just call 1-800-421-1220 for the same great results).

Follow these simple steps:

1. Dial 7-1-1 (or 1-800-421-1220).
2. A specially trained New York Relay Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The operator will connect you with the person you are calling and will assist you with communication.

It really is that easy!

Remember, calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are strictly confidential and no records of any conversation are maintained. Long distance calls are billed at a discounted rate.



**Just dial 7-1-1 to make
a New York Relay call!**

www.nyrelay.com

- Service Information • Newsletter
- Helpful Documents

For information on Relay through TTY public payphones contact NYRS Customer Service

**NEW YORK RELAY...making a telephone connection for hearing, deaf, hard-of-hearing,
deaf-blind, speech-disabled, and late-deafened individuals! Just dial 7-1-1**

DIRECTORY ASSISTANCE

New York Relay will relay Directory Assistance (DA) calls between TTY users and a DA operator. Once the caller makes the request, the Relay Operator will connect to the DA operator. After obtaining the number, the caller may choose to place the call through New York Relay or dial TTY to TTY directly.

ANSWERING MACHINE RETRIEVAL

To request answering machine retrieval, dial 7-1-1 and when the Relay Operator responds, type "AMR GA." The Relay Operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA."

VOICE MAIL RETRIEVAL

To request voice mail retrieval, dial 7-1-1 and when the Relay Operator responds, type the phone number you wish to call with your password or special instructions and then "GA."

New York Relay and 7-1-1. *Assisting communication between the users of text telephones (TTYs) and voice telephones—and more.*

INTERNATIONAL CALLS

New York Relay allows you to place and receive calls to and from anywhere in the world using English or Spanish.



Callers from a country outside the United States may also access

New York Relay by calling 1.605.224.1837

EMERGENCY

In case of emergency, relay users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. New York Relay can process emergency calls but it may take longer for the connection to be made.

TURBO CODE

New York Relay offers Ultratec Turbo Code to relay users. This feature allows for more natural, back-and-forth conversations, the ability to interrupt one another, and information sent at the same speed as that it is being typed.

New York Relay



S E R V I C E



WHAT IS NEW YORK RELAY?

New York Relay Service is a statewide service that connects standard (voice) telephone users with deaf, hard-of-hearing, deaf-blind, speech-disabled, or late-deafened people who use text telephones (TTYs) or voice carry-over (VCO) phones. All you have to do is dial 7-1-1. It is that easy! (If the phone from which you are calling does not accept 7-1-1, just call 1.800.421.1220 for the same great results).

Everyone Can Use 7-1-1!

Follow these simple steps:

1. Dial 7-1-1 (or the New York Relay toll-free number appropriate for your specific call.)
2. A specially trained New York Relay Operator will answer and identify themselves by their Operator number.
3. Give the Operator the phone number of the person you are calling.
4. The operator will connect you with the person you are calling and will assist you with communication.

It Really is that Easy!

Remember, calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are strictly confidential and no records of any conversation are maintained. Long distance calls are billed at a discounted rate.



CAPTIONED TELEPHONE

7-1-1 or 1.877.243.2823 (ENGLISH)

7-1-1 or 1.866.217.3362 (SPANISH)

Telephoning Just Got Easier!

If you or someone you know has difficulty understanding spoken words over the telephone, New York Relay's Captioned Telephone Service is the answer!



Captioned Telephone Service is excellent for many deaf and hard-of-hearing individuals who may have residual hearing and prefer to speak for themselves.

When using Captioned Telephone Service, you place a call in the same way you would when using a traditional phone—simply by dialing the number directly. When the person you are calling answers, you hear everything that he/she says—just like a traditional phone call. You **also** see everything that they say. Captions appear in a bright, easy-to-read window nearly simultaneously with the spoken words.



In order to take advantage of this service, you must use a CapTel™ captioned telephone which automatically connects you to New York Relay Captioned Telephone Service as you dial.

CapTel™ Customer Service:

Voice 1.888.269.7477

Spanish 1.866.670.9134

SPANISH

7-1-1 or 1.877.662.4886

TTY users can type

in Spanish and their conversations will be relayed in Spanish to the called party. To make a Spanish Relay call, dial 1.877.662.4886 and you will be connected with a Spanish-speaking Relay Operator.



DATABASE PROFILE

1.800.676.3777

A Customer Database Profile stores an individual relay user's call preferences, expediting call processing. You can set up your Customer Database Profile by contacting New York Relay Customer Service at 1.800.676.3777. Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete. They are also available to answer any questions you may have.

***New York Relay Services available to you...
24 hours a day, 7 days a week, 365 days
a year. Anytime. Anyplace.***

VOICE CARRY-OVER (VCO)

7-1-1 or 1.877.826.6977



Voice Carry-Over allows a deaf or hard-of-hearing user to speak directly to a hearing person. When the hearing person speaks to you the Relay Operator serves as your “ears” and types everything said to your TTY or VCO phone.

VCO to TTY: The Relay Operator types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user’s TTY or text display equipment to be read.

VCO to VCO: The Relay Operator serves as both parties “ears”, typing what is said on both ends of the call.

VCO to HCO: The VCO user speaks directly to the HCO user. The HCO user’s typed responses are sent directly to the VCO user.

VCO with Privacy: This feature is similar to the standard VCO feature. However, the Relay Operator will not hear the VCO user’s voice and only types the hearing person’s responses back to the deaf/hard-of-hearing user. Request privacy by typing/voicing to the operator “Privacy ON.”

2 LINE VOICE CARRY-OVER (2LVCO) 1.877.826.6977

2LVCO allows a customer with two telephone lines and/or a computer to use one line for speaking directly to a hearing person while the other line is used to receive the hearing person’s typed responses. This feature provides a more natural flow of conversation without the pauses of single-line calls.

HEARING CARRY-OVER (HCO)

7-1-1 or 1.800.662.1220

Hearing Carry-Over allows speech-disabled users with hearing to listen to the person they are calling. The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

HCO to TTY: The HCO user listens while the Relay Operator voices the TTY user’s typed message. The HCO user types his/her conversation directly to the TTY user.

HCO to HCO: The HCO user may contact other HCO users through New York Relay. The Relay Operator will voice to both parties what is typed on each user’s TTY.

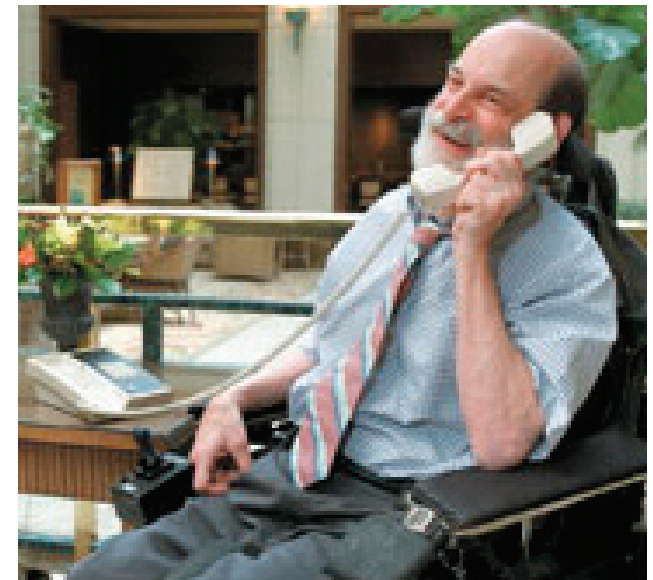
HCO to VCO: The HCO user’s typed responses are sent directly to the VCO user. The VCO user speaks directly to the HCO user.



SPEECH-TO-SPEECH (STS)

7-1-1 or 1.877.662.4234

Specially trained Relay Operators serve as the speech-disabled user’s voice and repeat his/her responses to the called party. New York Relay’s unparalleled equipment and exceptional Speech-to-Speech (STS) operator training ensure that speech-disabled users will be heard and understood. There may be instances when an STS user will be asked to repeat his/her message to ensure that it is relayed correctly. As an added benefit, New York Relay can permanently establish your call type as Speech-to-Speech.



New York Relay. *Connecting people to people...
one call at a time.*

IMPORTANT NUMBERS

ASCII

7-1-1 or 1.800.584.2849

Captioned Telephone (Voice/TTY)

1.877.243.2823

Captioned Telephone (Spanish)

1.866.217.3362

Customer Service (Voice/TTY)

1.800.676.3777

Hearing Carry-Over/TTY (HCO)

7-1-1 or 1.800.662.1220

900 Services (Pay-Per-Call)

7-1-1 or 1.900.230.6565

Relay Inquiry Line (Voice)

1.800.664.6349

Relay Inquiry Line (TTY)

1.800.835.5515

Spanish

7-1-1 or 1.877.662.4886

Speech-to-Speech (STS)

7-1-1 or 1.877.662.4234

TeleBraille

7-1-1 or 1.800.662.1220

Voice Carry-Over (VCO)

7-1-1 or 1.877.826.6977

Voice

7-1-1 or 1.800.421.1220

SprintIP.com — Internet Relay

Sprintvrs.com — Video Relay

SprintRelay.tv — Video Relay

ASCII

7-1-1 or 1.800.584.2849

Computer users can access New York Relay directly. Set your communications software to the following protocols at

speeds ranging from 300 to 2400 baud:

- 8 bits
- No Parity
- 1 Stop Bit
- Full Duplex

It may be helpful to set your “time out” to 100 seconds.

When calling at a rate of 300 baud or below, follow the above settings using Half Duplex. ASCII Split Screen is designed to allow High Speed ASCII computer users and Relay Operators to type and communicate more clearly and quickly. Typed text by both caller and the operator will appear on split windows on the computer screen. ASCII users can interrupt the operator if needed, or the operator can interrupt the ASCII user if requested to do so by the voice party.

900 SERVICES (PAY-PER-CALL)

7-1-1 or 1.900.230.6565

Relay users dial a separate toll-free 900 number to connect with New York Relay. The Relay Operator will then dial the requested outbound 900 service number. The caller is responsible for direct billing. Billing will begin upon the connection to the 900 number. Rates vary depending upon service called.

New York Relay...making a telephone connection for hearing, deaf, hard-of-hearing, deaf-blind, speech-disabled, and late-deafened individuals. Just dial 7-1-1.

TELEBRAILLE

7-1-1 or 1.800.662.1220

Relay users with impaired vision often use special TTYs equipped with teleBraille or large visual displays and prefer slower typing speeds to read messages. New York Relay will provide customized relay service for the unique need of these individuals. During these relay calls, the Relay Operator will type at a normal speed, but the message will come across at a rate of 15 words per minute, allowing users to achieve a more readable rhythm. Users can also request increased or decreased rates of text in increments of 5 words per minute.

PAY TELEPHONE (TTY)

7-1-1 or 1.800.662.1220

The Federal Communications Commission (FCC) issued an order outlining an interim plan for access to public payphone service through relay services. The order states:

- All local calls from TTY payphones are free of charge.
- Toll calls can be billed through calling cards and prepaid cards

TTY users who wish to use a coin TTY payphone can use New York Relay to assist in connecting calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card

Enhanced Speech-to-Speech

Dial 7-1-1 or 877-662-4234

Talk with Ease and Confidence



- Tired of struggling to be understood over the phone?
- Want to be free to communicate anytime from anywhere?

We have the perfect solution for you — **New York Relay Speech-to-Speech (STS)** provides one-on-one support for telephone calls.

“ Now I can make my own phone calls without having to depend on someone else. ”

What is STS?

STS is a free service for people with a speech disability. A specially trained STS operator simply listens to the conversation and repeats your message, whenever needed.

- Free and confidential
- Available 24 hours a day / 7 days a week
- Spanish is available

My Email Set Up (NEW)

This new feature makes call set-up a piece of cake for you.

In order to speed up the set-up of the call, New York Relay now offers **My Email Set Up**. Now, you can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the nature of the call, or anything that makes it easier for you to complete the call.

Read more information on the back.



New Customer Service designed for STS users:

■ Call: 877-787-1989

■ Email: Sprint.TRSCustServ@sprint.com

■ Website: nyrelay.com/sts

New York Relay Service is funded by New York's Telecommunications Carriers.

My Email Set Up

Speech Assistance - Easier Than Ever!



My Email Set Up

- You can email call instructions or information 2 to 24 hours prior to the call.
- information can be included such as:
 - the number to be dialed
 - the name of the person being called
 - any special instructions and subject of the call, or
 - anything that makes it easier for you to complete the call.

■ **IMPORTANT INFORMATION:**

Before you use **My Email Set Up**, it is important to call **My Support (STS Customer Support)** at 877-787-1989.

The STS customer support representative will fill out your profile. Below is information about STS features and descriptions.



My Support 877-787-1989

- Dedicated customer support for STS users.
- Assist you with:
 - basic information about STS,
 - filling out customer profiles, and
 - other features designed to support you and your callers.
- Open 24 hours a day, 7 days a week.



My Name



My Place

- Receiving calls is now easier than ever!
- Your callers can simply call and ask for you directly by name without having to provide the telephone number.
- You can also be reached at multiple numbers.
- Simply add multiple telephone numbers and hours of availability.
- Different numbers can be added for certain times of the day and days of the week.



My Saved Messages

- A solution to prevent from spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message.
- Upon request, the STS relay operator can copy any messages desired onto your customer profile for 24 hours.
- When you try again, you simply re-dial STS service and ask to retrieve saved messages.
- After 24 hours the message copied into your customer profile is automatically deleted from the system.



My Style

- You are allowed to determine the kind of conversation style.
- STS relay operator can simply look up your style in the customer profile such as re-voice the entire conversation or simply repeat upon request.



My Phone Book

- Your customer profile can store up to 30 speed dial numbers in your phone book.
- To place a call, you simply ask for a caller by name.



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